Installation of snper cop by MTNL

3502 PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. (MTNL) has installed a super cop to Improve the quality of telephone services in Delhi;

(b) if so, the details thereof and the extent to which the system has been helpful to the subscribers;

(c) whether complaints of the subscribers are still mounting wiihout any meaningful relief to them; and

(d) if not, the number of complaints received in December, 1994 and January and February, 1995 and how do the same compare with the complaints during the same period in the preceding three years?'

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI" SUKH RAM): (a) to (d) The information is being collected and will be placed on the Table of the House.

Capacity utilization in ITI

3503. SHRI SANJAY DALMIA: Will the Minister of COMMUNICATONS be pleased to state:

(a) whether there has been under utilisation of installed production capa city in Indian Telephone Industries (ITI);

(b) if so the details of actual production during the last three years year-wise and unit-wise; and

(c) the steps taken to ensure full utilisation of installed capacity of I.T.I. units and to strengthen and modernise them?

THE MINISTER OF STATE FOR COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The capacity is defined in terms of finishes products but in telecom sector chanegs in product mix; technology level of integration; the stages of product life cycle etc. considerably influence the capacity of a unit. It is; therefore; difficult to arrive at the exact capacity of the various Products *of* the Company. However, during 1994-95, mainly due to competition from other manufacturers ITI faced difficulty in getting sufficient orders. Details of the actual production during the last three years year-wise and unitwise are as under (Figures for 1994-95 all provisional")

Unit	Target	Actual (1991-92	Target	Actual (1992-93)	Target	Actual (1993-94)	Target	Actual (1994-95) (Prov.)
							(In Crores of Rs.)	
Bangalore	276	345	495	456	467	352	491.00	234.33
Electronic City Unit Bangalore	74	84	122	156	182	173	140.00	110.30
Naini	176	177	215	300	218	284	200.00	120.90
Rae-Bareli	84	115	137	161	180	130	164.00	98.56
Mankapur	319	291	280	317	318	390	363.00	284. 64
Palghat	83	84	106	105	146	160	175.00	132.29
Srinagar	3	1	2	1	1	1	1.00	001.23
I&M and Others	..	17	..	26	8	30	86.00	42.7
Grand Total	1015	1114	1357	1522	1520	1520	1620.00	1025.02

(c) With a view to, utilise inrafstruc-ture of the various unitsof.itLoptimally apWt from upgradation of technologies; improving quality to interaational standthds;' adopting various' cost reduc-tioff measures and laying stress on diver-sifying ITIs products and custormers; the Ministry has taken a policy deci-siott~trhder which 30 per cent to 35 per cent of total DOT orders are kept reserved for ITI & HTL; taken together; for those items which they manufacure. However; no any concession in respect of price; quality or supply schedule is given.

Transfer of Officers in the Dot

3504. SURI.GHUFRAN AZAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a). whether Government have taken a decision to. transfer officers in the De-partment of Telecommunications who have less than, two years period to attain the age of superannuation;

(b) whether Government have reci-*ved* a *spate of requests to cancel such* transfer orders even on heath grounds;

(c) if so the details, thereof; and

(d). what action is being contemplated. to grant relief t0,such officers?

THE MINISTER OF STATE OF THE MINISTRY OF, COMMUNICATIONS (SHRI SUKH RAM): (a) No such general decision has been taken, Sir.

'(b)' to (d) In view of the answer to (a) above: no comment.

Criteria for opening post offices in accessible areas:—

3505. SHRI IQBAL SINGH; Will the Minister of COMMUTATIONS be pleased to state:

(a) what are the criteria laid down for opening new post offices in rural areas of the country;

(b) what is the number of eligible villages in the country where post offices are yet to be opened;

(c) what was the target, fixed for opening of such post offices during 1994-95;and

(d) the sachievement made in this regard?

THE MINISTER OF STATE OP THE MINISTRY OF COMMUNICA-TIONS (SHRI SUKH RAM): (a) The criteria laid down for opening new post offices in rural areas of the coun-try are given in the enclosed State-ment (See. below)

(b) There are 7252 eligible villages in the country where post offices are yet to; be opened.

(c) and (d) It wastargeted to open 80 extra departmental branch post offices in such villages and 4 extra departntentalubranch post off-ces have been Sanctioned against this target during 1994-95.

Criterial Norms fixed for opening new post offices in rural areas:

(i) *Population*

(a) In normal areas:~

3000 pupulation in a group *ot* vil. lages (including the propsed post office viflages)

(b) In hilly; tribal; desert and in-accessible areas:

500 population in an individual vil lage of 1000 population in a group of villages.

(ii) *Distance*

(a) In normal areas:

The minimum distance from the nearest existing post office will be 3 *kms.*